Department of Commerce • National Oceanic & Atmospheric Administration • National Weather Service

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CENTRAL REGION INFORMATION TECHNOLOGY (IT) SYSTEMS HELP DESK

NOTICE: This publication is available at: http://www.nws.noaa.gov/directives/.

SUMMARY OF REVISIONS: This directive establishes and provides access guidance for the Central Region Help Desk.

 (Signed by Gary S. Foltz)   April 11, 2005
Dennis H. McCarthy   Date
Director, Central Region

Central Region IT Systems Help Desk

1.   Objective. The objective is to provide Central Region (CR) offices guidance in the use and access of the Central Region Help Desk.

2.   Contact the Help Desk

2.1   General. The mission of the Central Region Help Desk is to support National Weather Service (NWS) offices through reporting and resolution of CR supported system outages. The regional staff operates the Help Desk during the core Central Region Headquarters (CRH) business hours, but they will respond to critical system outages outside the core hours on a 24/7 basis. The Help Desk toll free number is posted on the Help Desk intranet page.

        Calling the Help Desk telephone number will connect you to the CRH answering service. During normal business hours, they will contact the appropriate person on duty at CRH. After normal business hours, the answering service, will contact the individual who is "on-call" to respond to emergency system failures.

2.2   After Hours. Calls after normal business hours will generally require call back of CRH staff to diagnose and correct problems, please use your best judgment regarding after-hours calls. Problems that impact NWS critical operations require immediate attention and need to be called into the Help Desk as soon as possible. However, less critical problems, such as a problem with an individual electronic mail (email) account, can often wait for resolution on the next business day. The standard practice of troubleshooting and solving system problems locally with qualified on-site staff before contacting the Help Desk may often solve the problem or isolate the area for the Help Desk.

3.0   Systems. The CRH IT Systems Help Desk support covers total systems. The Help Desk Staff can assist with a host of system issues related to hardware, software, configuration and set-up, including support for application navigation, functionality, and use.

3.1   Supported Systems. The CRH IT Systems Help Desk is only able to respond to problems and failures on the following CR supported systems:

- NWS Central Region Internet Access
- Canadian Radar Data Feed
- NWS/Central Region Web Service
- Regional Frame Relay Network – NWSNET, Archive Level II, etc.
- NWS Central Region Email Services
- Internal (Intranet) Web Services
- COOP Services - eSpotter, WXCODER, and ROSA
- Domain Name Servers
- Emergency Manager Radar Web Service
- Firewall Servers
- AHPS Hydrologic Text Product Data Feed
- Remote CR Access Server
- GLERL Data Feed
- CRH Internal Product Data Feed
- WSR-88D Archive II Data

3.2 **Non-supported Systems.** Problems and failures on other national funded and supported systems cannot be handled at the CRH IT Systems Help Desk. System failures and outages on these systems must be reported to the appropriate nationally supported Help Desk. The following is a list of nationally supported systems along with the appropriate Help Desk:

- Advanced Weather Interactive Processing System (AWIPS) - Network Control Facility (NCF)
- Weather Surveillance Radar 1988 Doppler (WSR-88D) - Radar Operations Center (ROC)
- Automated Surface Observing System (ASOS) - ASOS Operations and Monitoring Center (AOMC)
- NWS Gateway – Telecommunications Operations Center (TOC)
- NOAA Weather Wire Service (NWWS) – Telecommunications Operations Center (TOC)